

Item Means and Standard Deviations for Civilian Employees

Descriptive Statistics^a

	N	Mean	Std. Deviation
1. My immediate supervisor is (do not consider team leaders as supervisors):	3267	1.85	.36
2. The personnel office treats people courteously.	3362	3.55	1.00
3. The personnel office keeps people informed about important changes in personnel rules and benefits.	3437	2.94	1.20
4. If my supervisor can't help me with an employment matter, I can get information or help from the personnel office.	3378	3.25	1.13
5. I have no problems finding or getting access to the appropriate personnel office staff member to get the information or service I need.	3414	2.97	1.22
6. The staff of the personnel office acts with integrity.	3247	3.28	1.06
7. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on processing personnel and pay actions (e.g., promotions, within-grade increases, tax withholding, benefits).	3328	3.23	1.20
8. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on discipline, complaints, and performance appraisal.	2825	3.10	1.12
9. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on counseling employees on issues such as benefits (e.g., health, retirement), leave, hours of work, and worker's compensation.	3076	2.95	1.20
10. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on training.	3077	2.89	1.17

Descriptive Statistics^a

	N	Mean	Std. Deviation
11. Based on your recent experiences with the personnel office, rate the overall quality and timeliness of service on job and promotion information.	3270	2.75	1.17
12. Overall, the quality and timeliness of service given by the personnel office is:	3367	3.00	1.11
13. My job makes good use of my abilities.	3527	3.53	1.26
14. I frequently think about quitting my job.	3464	2.52	1.36
15. I find my work challenging.	3519	3.47	1.23
16. I am often bored with my job.	3499	2.35	1.26
17. All in all, I am satisfied with my job.	3521	3.52	1.21
18. I would recommend that others pursue a career as a civilian with the Federal government.	3487	3.12	1.31
19. I would recommend that others pursue a career as a civilian with the Army.	3457	2.95	1.29
20. I would recommend that others pursue a career as a civilian with this organization.	3502	2.80	1.32
21. My supervisor clearly outlines the goals and priorities for my work.	3510	3.17	1.30
22. My supervisor lets me know how well I am doing my work.	3526	3.26	1.31
23. My supervisor keeps me informed about matters affecting my job and me.	3523	3.20	1.31
24. My supervisor gives me the support and backing I need to do my job well.	3527	3.27	1.34
25. My supervisor has a strong interest in the welfare of his/her employees.	3490	3.22	1.36
26. My supervisor is competent in handling the technical parts of his/her job.	3464	3.54	1.28
27. I feel free to go to my supervisor with questions or problems about my work.	3525	3.58	1.31
28. My supervisor provides me with career counseling.	3430	2.67	1.32
29. Management is competent.	3423	3.01	1.22
30. Management treats employees with respect and consideration.	3463	2.95	1.25

Descriptive Statistics^a

	N	Mean	Std. Deviation
31. Management makes timely decisions.	3406	2.67	1.20
32. Management rewards employees who show initiative and innovation.	3409	2.59	1.29
33. Management keeps employees informed.	3471	2.74	1.24
34. Employees at this installation have an equal chance to compete for promotions.	3337	2.52	1.27
35. When promotions are made at this installation, the best qualified people are selected.	3276	2.28	1.14
36. Employees at this installation are treated fairly with regard to job placements and promotions.	3308	2.38	1.17
37. I am satisfied with the processes used to fill vacancies at this installation.	3338	2.29	1.18
38. When I do a good job, it is recognized.	3503	2.92	1.28
39. When awards are given, they go to the most deserving people.	3392	2.46	1.20
40. Employees at this installation are treated fairly with regard to awards.	3355	2.43	1.17
41. If I perform my job especially well, I will receive an award.	3409	2.62	1.27
42. If I filed a grievance, it would be held against me.	2873	3.48	1.08
43. Top management at this installation actively supports the Equal Employment Opportunity Program.	3112	3.27	1.09
44. Employees at this installation are treated fairly with regard to discipline.	3085	2.75	1.14
45. Employees at this installation are treated fairly with regard to grievances and appeals.	2817	2.72	1.08
46. The people I work with do a good job.	3511	3.89	.97
47. My work group is well run.	3471	3.45	1.17
48. People in my group work well together.	3484	3.67	1.13
49. My supervisor and I discuss my training and development needs at least once a year.	3449	3.03	1.36

Descriptive Statistics^a

	N	Mean	Std. Deviation
50. I receive the training I need to perform my job properly (e.g., on-the-job training, classroom instruction, conferences, workshops).	3473	3.04	1.30
51. Management supports continued training and development.	3432	3.07	1.27
52. Managers/supervisors deal effectively with reports of prejudice and discrimination.	2780	2.96	1.14
53. If I complained of discrimination, it would be held against me.	2839	3.21	1.12
54. Nonminority employees often get preferential treatment over minority employees.	3068	2.49	1.20
55. Minority employees often get preferential treatment over nonminority employees.	3094	2.83	1.23
56. Male employees often get preferential treatment over female employees.	3094	2.63	1.18
57. Female employees often get preferential treatment over male employees.	3107	2.60	1.13
58. At this installation, physical conditions (e.g., noise level, temperature, lighting, cleanliness) allow employees to perform their jobs well.	3513	3.23	1.21
59. Programs that encourage good health practices are supported here (e.g., fitness centers, health education programs).	3409	3.30	1.18
60. Employees are protected from health and safety hazards on the job.	3470	3.48	1.10
S1. I have access to a computer at work.	3515	1.16	.37
S2. The computer I use at work can access the Internet/World Wide Web.	2773	1.16	.37
S3. The Army has created a civilian personnel home page on the Internet/World Wide Web called Civilian Personnel On-Line (CPOL) (www.cpol.army.mil). How many times have you accessed it in the last 12 months?	2333	2.51	1.49

Descriptive Statistics^a

	N	Mean	Std. Deviation
S4. I find the information on the Civilian Personnel On-Line (CPOL) home page useful.	1398	3.80	.79
S5. I find the information in the PERMISS (Personnel Management Information and Support System) section of CPOL useful.	1110	3.58	.85
S6. I have used the on-line Resume Builder to apply for jobs or respond to data calls.	3447	1.89	.31
S7. Resume Builder contains clear directions on its use.	380	3.61	1.03
S8. Resume Builder makes it easier to apply for jobs than before we had Resume Builder.	380	3.52	1.15
S9. The personnel office provides timely information on changes to personnel rules and benefits that affect me and my job.	3339	2.89	1.14
S10. The personnel office provides complete and accurate information on changes to personnel rules and benefits that affect me and my job.	3343	2.88	1.12
S11. I have received sufficient information on the reorganization of civilian personnel operations into regional centers.	3351	2.76	1.14
S12. I am kept informed on personnel issues affecting my job and me.	3395	2.77	1.15
S13. Differences among individuals (for example, gender, race, national origin, religion, age, cultural background, disability) are respected and valued at this installation.	3365	3.29	1.08
S14. Managers/supervisors/team leaders work well with employees of different backgrounds.	3411	3.31	1.08
S15. Army managers and supervisors capitalize on the creative and valuable input offered by employees due to their varying backgrounds, experiences, and cultures.	3209	2.94	1.10

Descriptive Statistics^a

	N	Mean	Std. Deviation
S16. During the last 12 months, have you been sexually harassed while working for the Army?	3517	1.94	.24
S17. If you were sexually harassed, did you report the incident?	218	1.62	.49
S18. If you reported the incident, was any action (e.g., investigation) taken?	69	1.59	.49
S19. New practices and ways of doing business are encouraged at this installation.	3360	3.11	1.15
S20. Management seeks my ideas and opinions before making important decisions affecting my work.	3431	2.57	1.23
S21. I trust my supervisor/team leader.	3484	3.12	1.32
S22. I have the decision-making authority I need to do my work.	3471	3.32	1.20
S23. "Red tape" and unnecessary rules/regulations do not interfere with the timely completion of my work.	3451	2.83	1.23
S24. Rules and regulations have been significantly simplified where I work.	3413	2.76	1.15
S25. Efforts to reengineer work have made this installation more efficient.	3231	2.67	1.13
S26. Have you had a problem with your pay (e.g., getting your check sent to the right place, receiving the correct amount) this year?	3512	1.81	.39
S27. Was the problem resolved before your next pay period?	658	1.76	.43
S28. I understand the role played by the Civilian Personnel Advisory Center (CPAC) in the regionalization of functions performed by the civilian personnel office.	3450	1.60	.49
S29. I understand the role played by the Civilian Personnel Operations Center (CPOC) in the regionalization of functions performed by the civilian personnel office.	3487	1.60	.49
Valid N (listwise)	2		

a. Form Code = 1